Remote Access

Parachute for NIEHS Users

Microsoft Windows 2000

NIEHS Desktop Support

Based on Publication Number: CIT 210B
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Parachute for Windows 2000 - Introduction

Welcome to Parachute for Windows 2000. This manual will show you how to configure Windows 2000 for Parachute remote access, and logon to the NIEHS Network, through the NIH network, from off-campus using a high-speed modem and a standard telephone line.

What Is Parachute?

Parachute is just a name used by NIH to describe, in one word, all of the various operating systems' names for the NIH dial-up or remote access networking components. Parachute is only relevant to analog communication (standard telephone line), and not to digital communication (DSL, cable, wireless, satellite, etc.).

Parachute only gives you a physical connection to the Internet, a network address inside the NIH network, and nothing else. Once you are connected (dialed and logged in) to Parachute, its job is done. It is up to some other piece of software to give you the services you require: a web browser like Internet Explorer, to browse Internet web sites, and an email program like Outlook to get your email. See: http://www.niehs.nih.gov/guide/remote/home.htm for more information on remote computing.

Many users have questions or problems that are not caused by Parachute but are about some other function they desire to do while dialed into Parachute. It is important to note this distinction as it may save you a lot of time and frustration. Near the end of this document, we will show you how to tell if you are logged into Parachute successfully.

What Do You Get From Parachute?

Before you dial into Parachute, you are probably wondering what you are going to be able to do with it. You are probably going to compare what you can do from the office versus what you can do over Parachute. Remember, Parachute only gives you a physical connection to the Internet and a NIH network address, but with that connection you can do a lot of different things. To put it simply, you can do almost everything your office computer can, only slower (provided you have the software installed on your Parachute computer). Here are some of them:

- o Use a web browser like Internet Explorer to browse World Wide Web sites.
- o Use a web browser to access Outlook Web Access at https://owa.nih.gov email.

Using Cisco VPN or Citrix nFuse you can also:

- o Use a web browser to access intranet web pages and resources normally only accessible from inside the NIEHS network (on site).
- o Map network drives to file sharing locations within the NIEHS network.
- o Use Microsoft Outlook to access your email and calendars.

The clients and instructions for Cisco VPN and Citrix nFuse can be found at:

http://www.niehs.nih.gov/guide/remote/options.htm

Getting Technical Support

If you need help configuring your Parachute connection, contact your local Computer Support Person (CSP) http://www.niehs.nih.gov/guide/desktop/staff.htm for assistance.

These instructions have been modified for the NIEHS user. For additional help, you can visit the NIH Remote Access web site at: http://remoteaccess.nih.gov/ and click on the Parachute link.

What You Need – The Worksheet

- [1]A Parachute account: _____ & password: _____
- [2]Your Parachute computer's local Administrator password: _____
- [3]Your network username: _____ & password: _____
- [3]Your Network Domain: __NIH_____
- [4]A list of any network drives you will need remote access to.
  (drive letter, server name and shared folder name)

Examples:

Name	Letter	Server\Folder
User's data on file server	U:	\\data\jones99\
NIEHS Public share	M:	\\catoe\public
Branch specific file shares	P:	\\catoe\dert_GMB
	K:	\\catoe\project_OM
	R:	\\dert_ICfund
	O:	\\catoe\dert_public

Worksheet:

Name	Letter	Server\Folder

- [5]A high speed analog modem (V.90 preferred).

Notes:

1. Contact Patricia Harris (harrisp@niehs.nih.gov) to apply for a Parachute account. The NIH Center for Information Technology's Accounts Group or Patricia Harris will contact you with your user account and password.

2. If you are using a personally owned computer, you may need to know the local Administrator password of your computer. If you don't know this password, check your computer's documentation. Many home computers have no password set for the

Administrator account. If this is the case, we highly recommend that you create one, for security reasons. If you will be using an NIEHS owned computer, you will need to ask your Computer Support Person (CSP) to set up Parachute access on the machine for you.

3. For those who also use a Windows computer at work, this is the username and password you use to login in at your office computer. The Domain is another field just below the Password field.
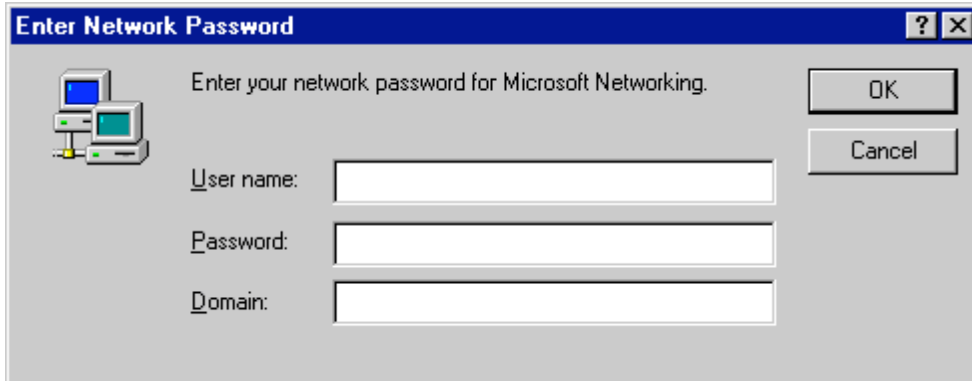
For users of other operating systems such as Macintosh or Unix, you may have to contact your Computer Support Person (CSP) and ask them for assistance.

4. If you will need to access resources on a NIEHS network share, you will need to record the details of your mapped network drives. To obtain a list of your mapped network drives, on your office computer. Non-Windows users may have to get this info from their Computer Support Person (CSP).

   a. Find the Network Neighborhood icon on the Desktop and right click on it and select Map Network Drive from the popup menu:
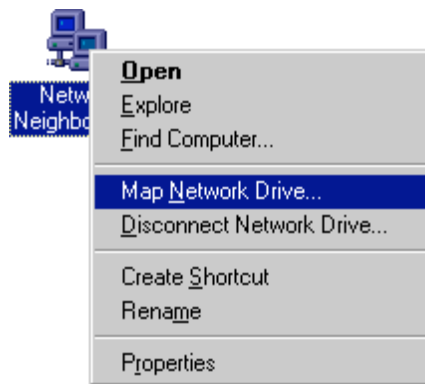
   b. From the Map Network Drive window below, click on the popup menu next to the heading labeled: "Drive:" and scroll down the list until you see the drive letters with \\server\folder entries next to them. Write this information on the worksheet for each drive letter to which you wish to connect.
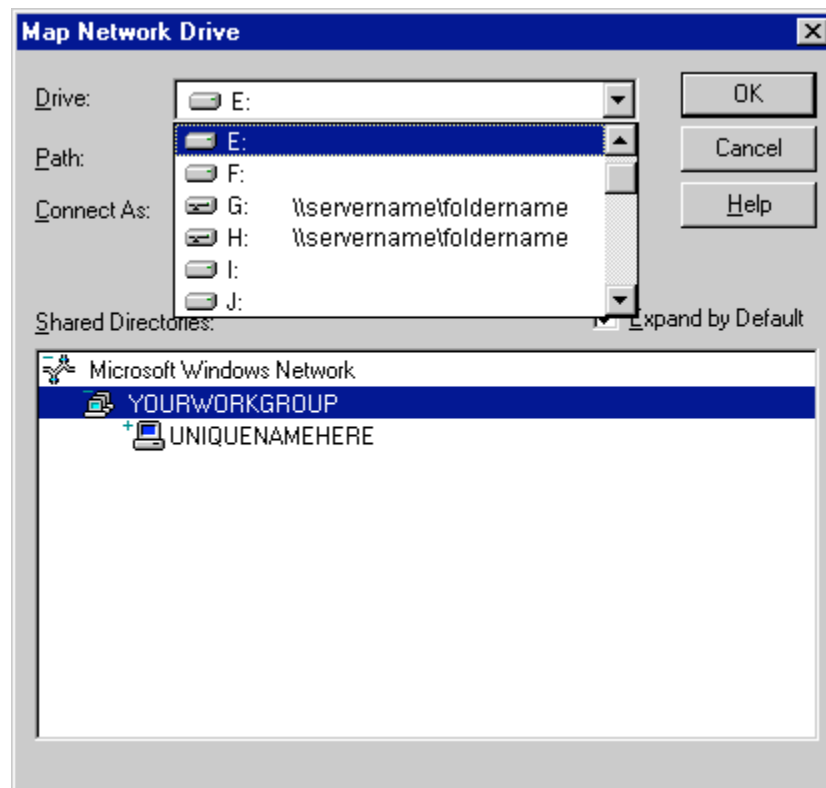
5. The modem should have already been installed.

Creating the Parachute Connection

1. First, we need to make a new connection. From the prompt in Figure 1 below, press the **CTRL**+**ALT**+**DEL** keys at the same time.

Figure 1. Microsoft Windows 2000 – Begin Logon Prompt

2. From the Logon Information window in either Figure 2a or 2b below, logon to your computer with the local administrator account.

Figure 2a. Logon Information window for Workgroup based computers

Figure 2b. Logon Information window for Domain based computers

User name = Administrator
Password = supply the local administrator password from the Worksheet above
Domain = the local domain noted on the Worksheet above

3. Find the My Computer icon on your Desktop (Figure 3) & open it.

Figure 3. The My Computer icon.

4. From the My Computer window (Figure 4), locate the Control Panel folder & open it.
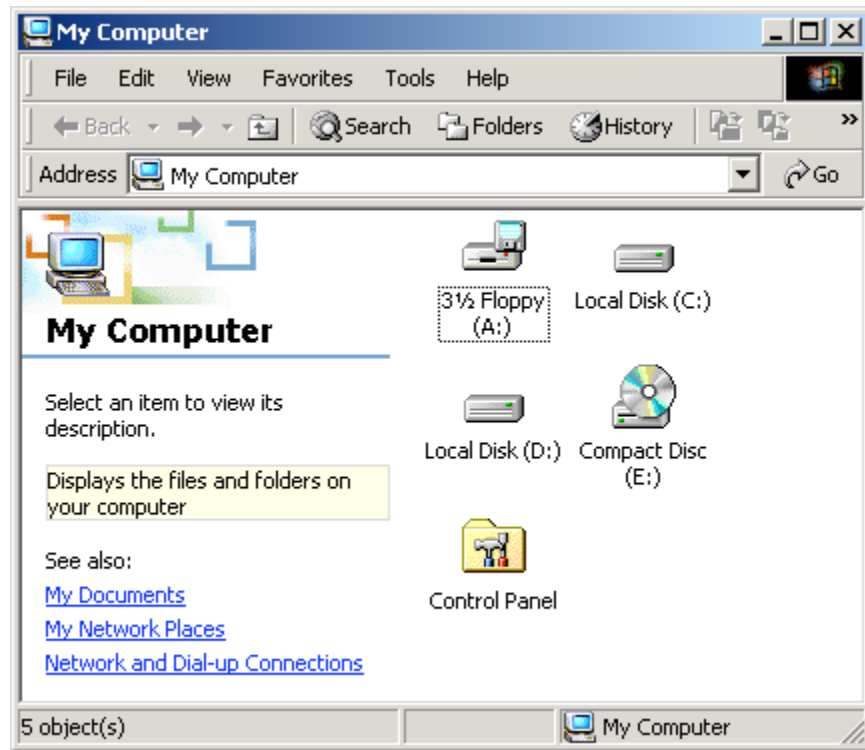
Figure 4. The My Computer window.

5. From the Control Panel folder (Figure 5), locate the Network & Dial-Up Connections icon & open it.
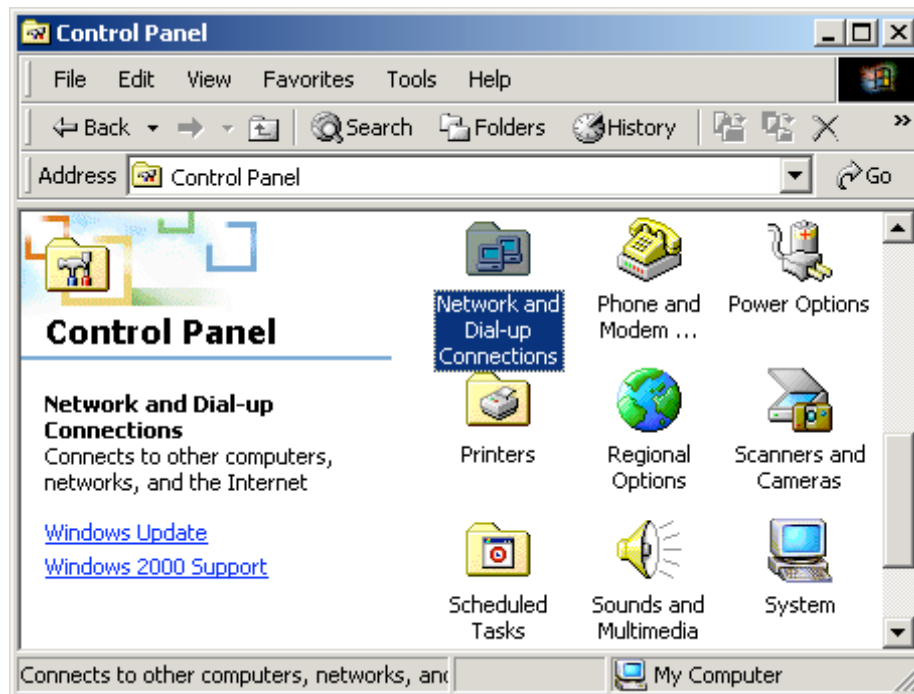
Figure 5. Control Panel – Network & Dial-Up Connections.

6. From the Network & Dial-Up Connections folder (Figure 6), locate the Make New Connection Wizard & open it.
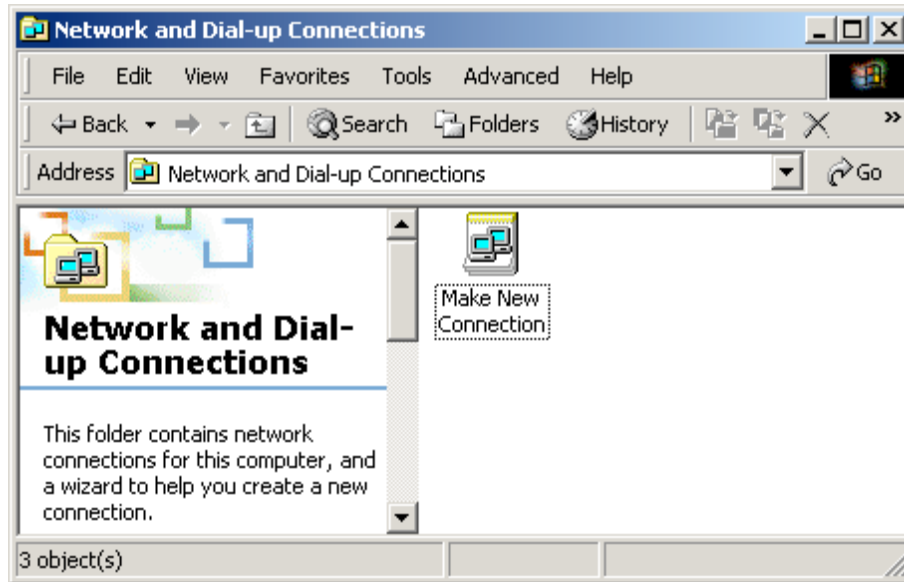
Figure 6. The Network & Dial-Up Connections folder.

7. From the Welcome window (Figure 7), click on the Next button.

Figure 7. Make New Connection Wizard – Welcome window.

8. From the Network Connection Type window (Figure 8), .click on the second radio button entitled "Dial-up to the Internet" & then click on the Next button.
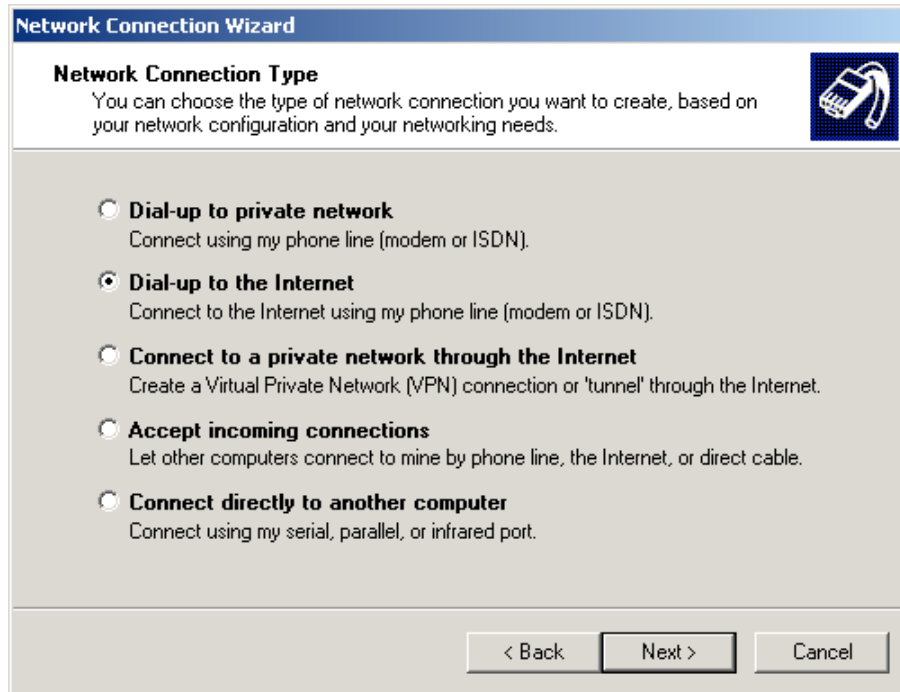
Figure 8. New Connection Type window.

9. From the Internet Account Type window (Figure 9), click on the bottom radio button entitled "I want to set up Internet connection manually, or I want to connect through a local area network (LAN)." & then click on the Next button.
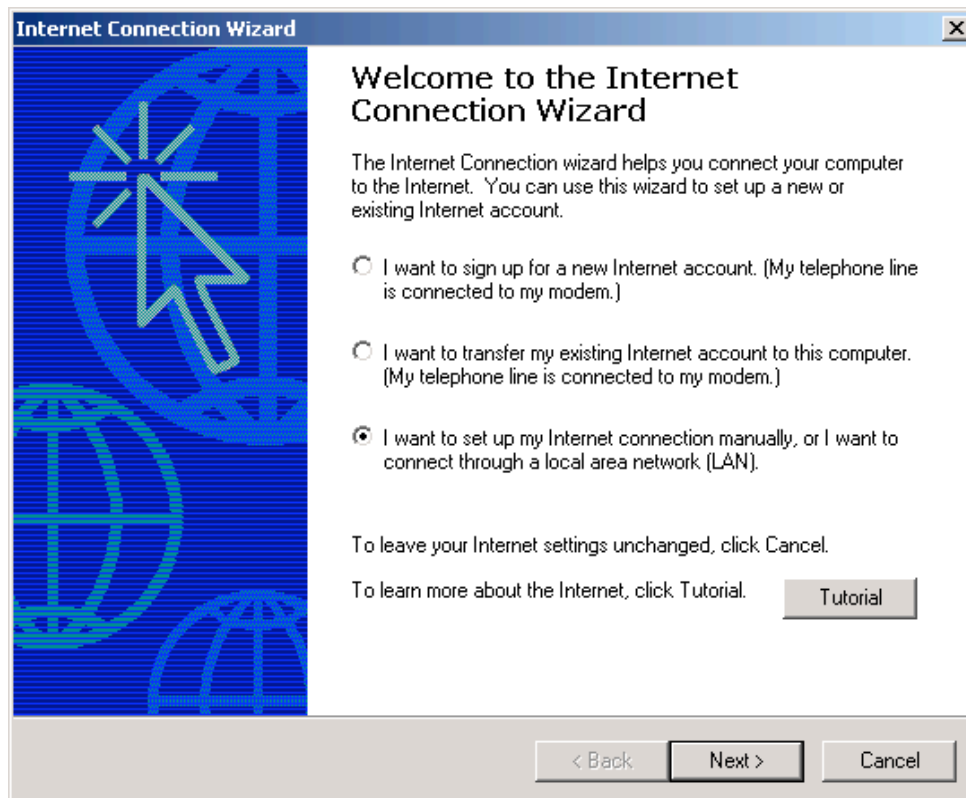
Figure 9. Internet Account Type window.

10. From the "Setting up your Internet connection" window (Figure 10), click on the top button labeled "I connect through a phone line and a modem" & then click on the Next button.
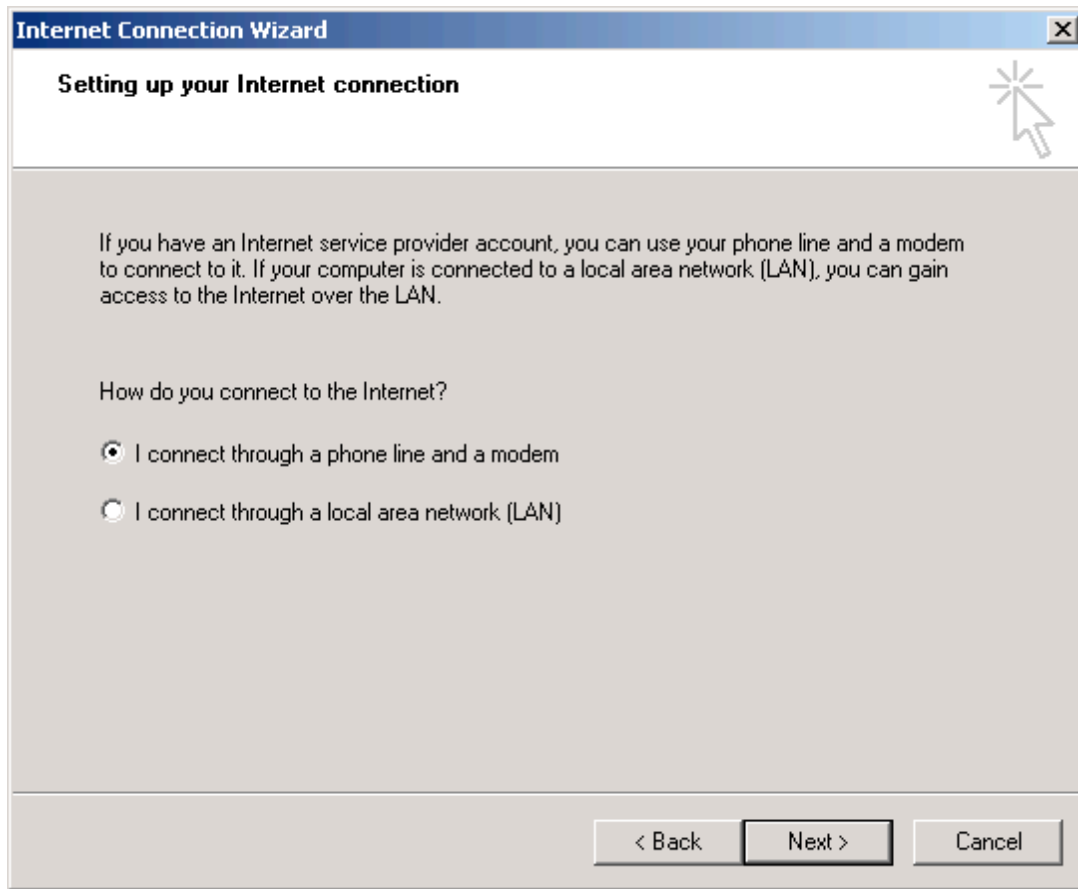
Figure 10. Setting Up Your Internet Connection window.

11. From the Internet Account Connection Information window (Figure 11), enter the Parachute phone number, ensure is the current Country/Region & that the "Use area code and dialing rules" check box is enabled/checked. Then click on the Advanced button.

Parachute phone numbers:

Toll-Free #1:   (800) 827-0124
Toll-Free #2:   (866) 753-3457
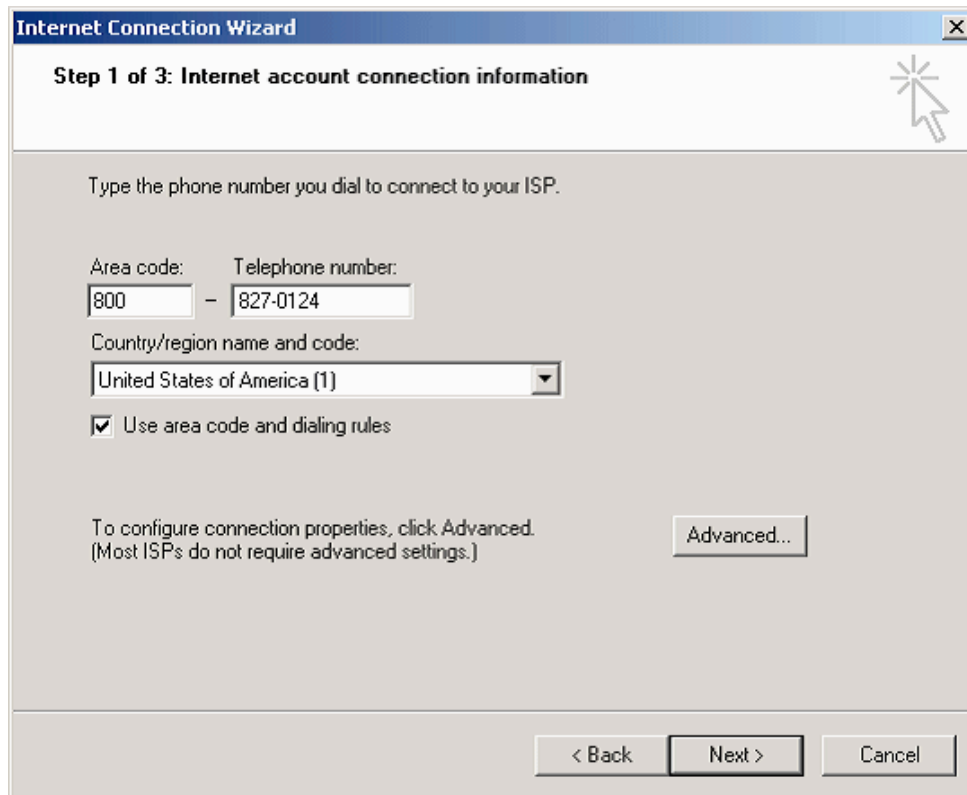
Figure 11. Internet Account Connection Information window.

12. From the Advanced Connection Properties' Connection tab, configure as shown & click on the Addresses tab.
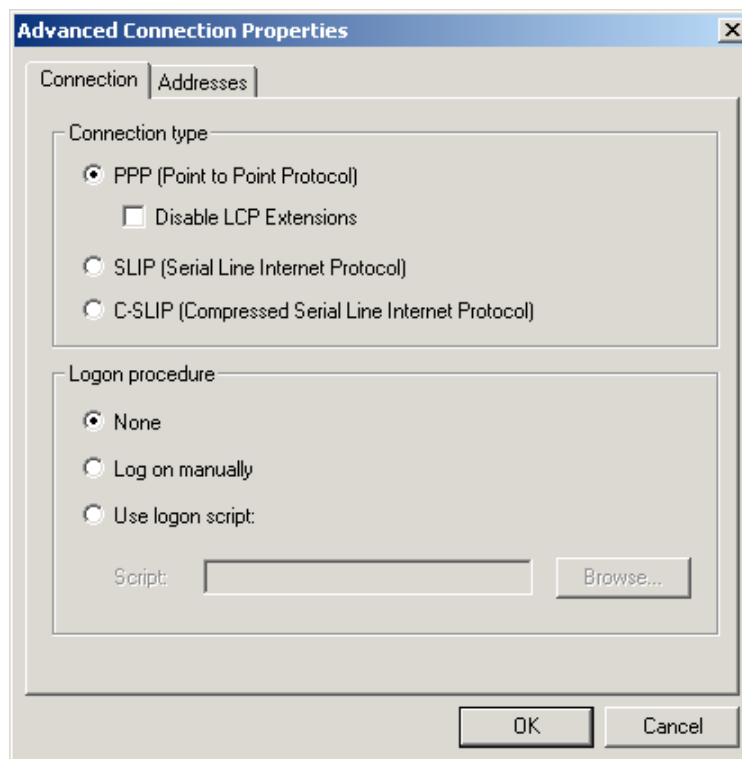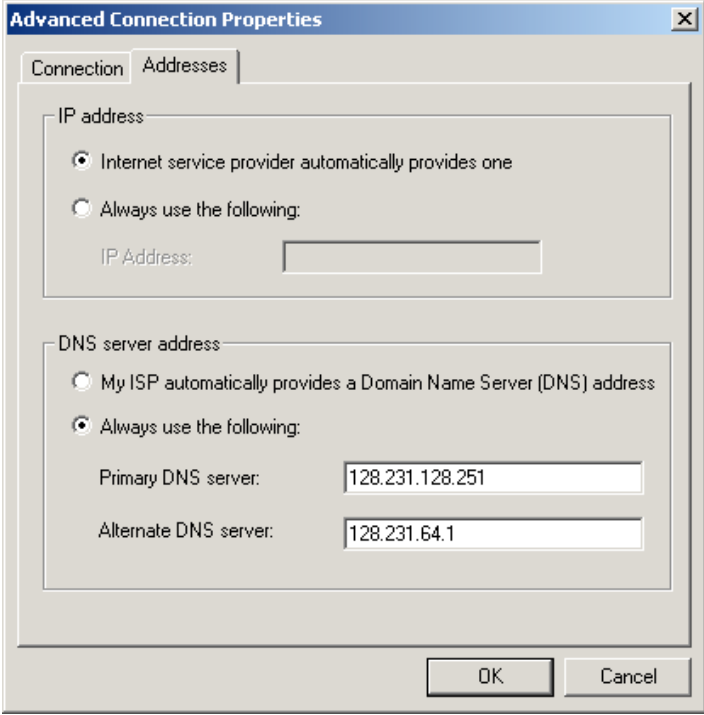
Figure 12. Advanced Connection Properties – Connection tab.
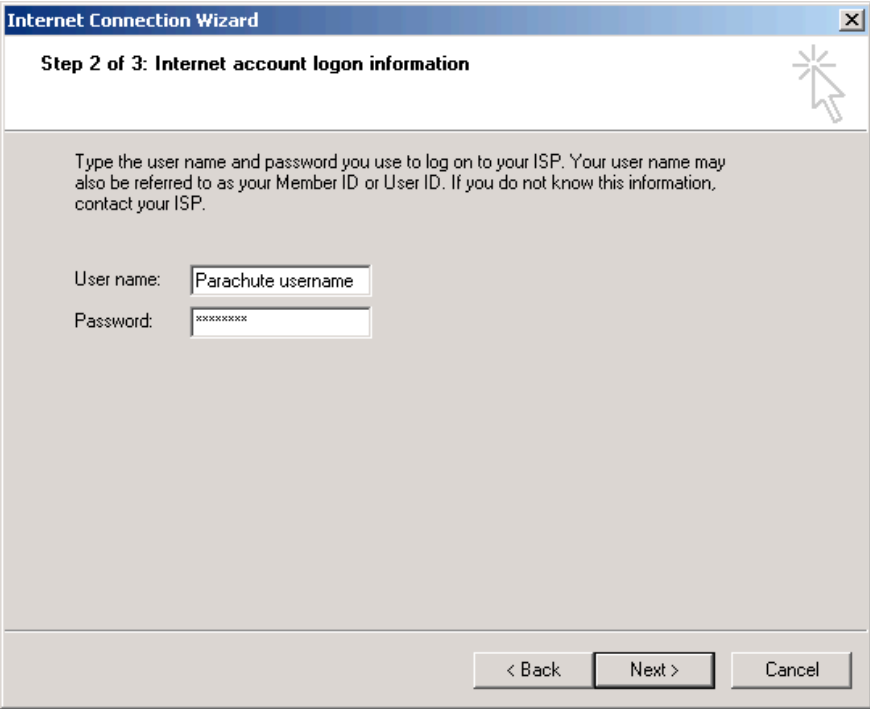
13. From the Addresses tab (Figure 13), click on the "Always use the following" radio button & configure as shown in Figure 13 & click on the OK button to return to Figure 11 above & click on the Next button.

Figure 13. Advanced Connection Properties – Addresses tab.

14. From the Internet Account Logon Information window (Figure 14), type in your Parachute username & password (use your Worksheet above) & click on the Next button.

Figure 14. Internet Account Logon Information window.

15. From the Configuring Your Computer window (Figure 15), type in the name you want to give this connection & click on the Next button.
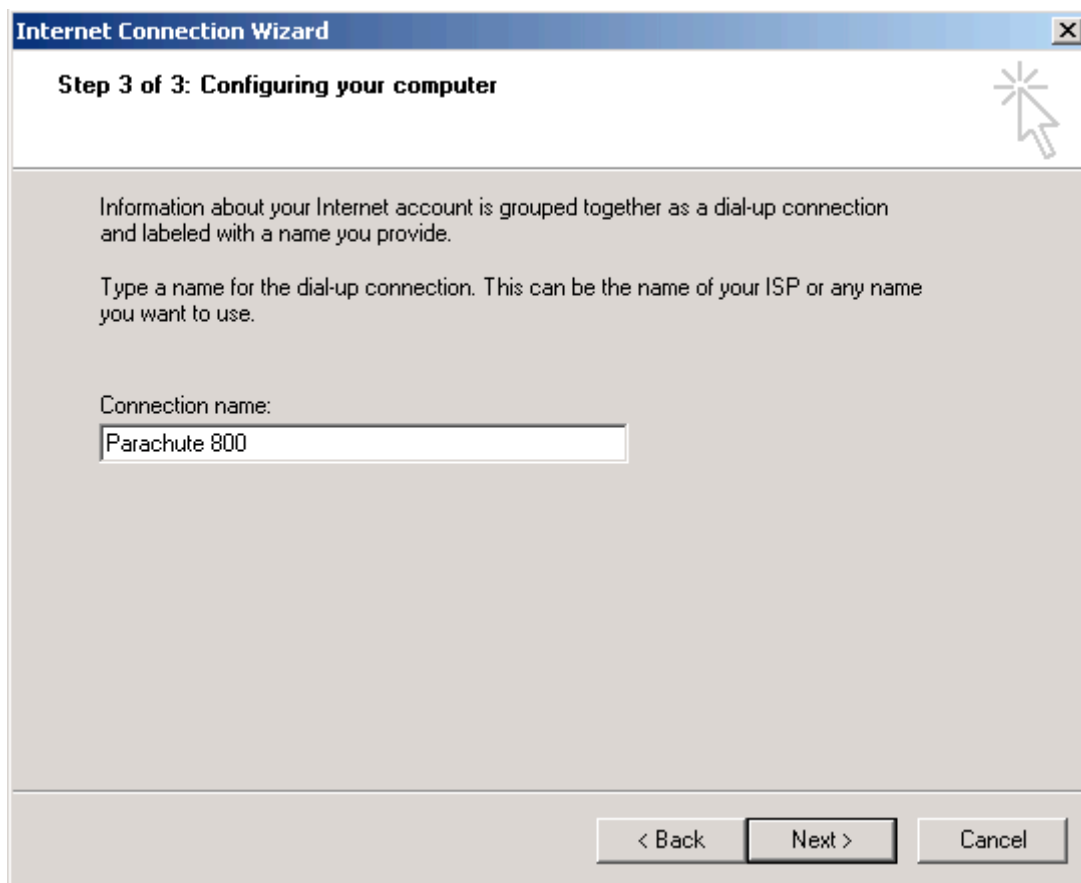

Figure 15. Configuring Your Computer window.

16. From the Set Up Your Internet Mail Account window (Figure 16), click on the second radio button entitled No & then click on the Next button.

Figure 16. Set Up Your Internet Mail Account window.

17. From the Internet Connection Wizard's Completion window (Figure 17), uncheck the checkbox & click on the Finish button.
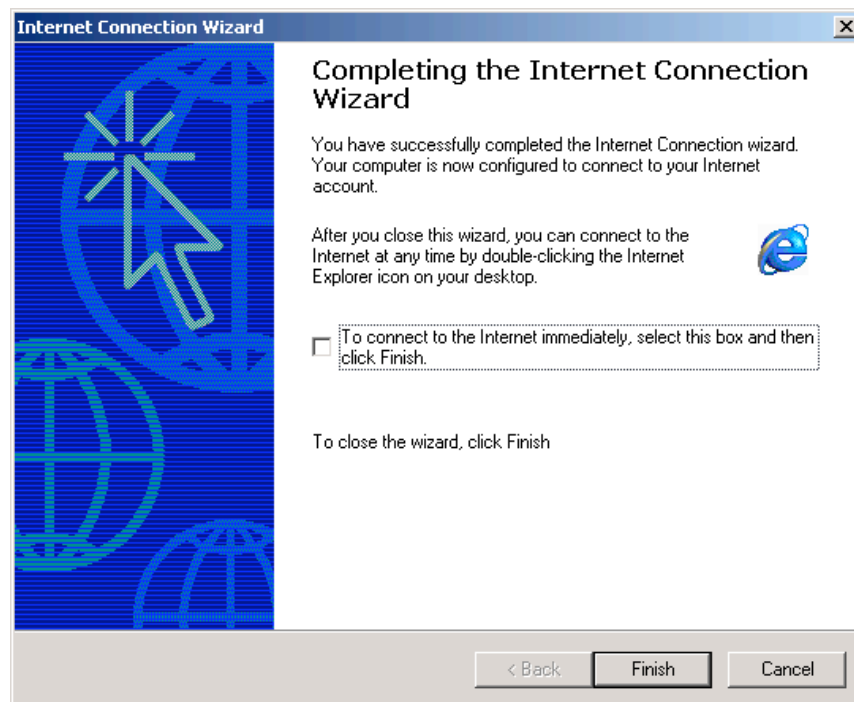

Figure 17. Internet Connection Wizard – Completion window.

18. Congratulations!! You have now successfully created the Parachute connection but you must first configure it.

Configuring the Parachute Connection

19. You are now ready to configure the Parachute connection you just created above so that it connects properly to the NIEHS network, through the NIH network. You should still have the Network and Dial-up Connections folder open (if not, follow Steps 3, 4, & 5 above & return here) & you should now see a Parachute 800 (Parachute 866 if you are configuring the second number). Right-click on the Parachute icon (as shown in Figure 19 below) & from the popup menu, click on the Properties command.
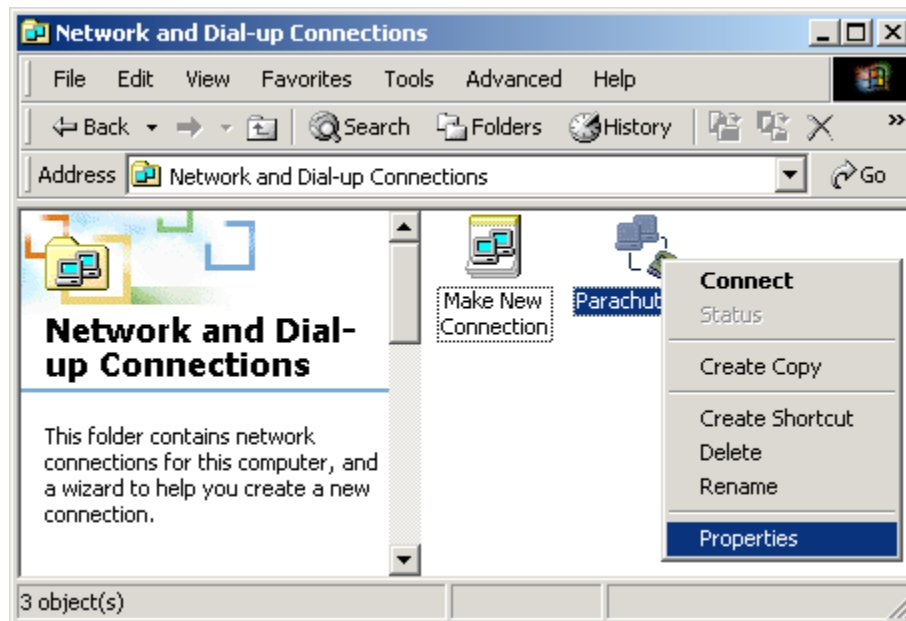
Figure 19. Parachute connection – contextual menu shown.

20. You will now see the Properties window for this Parachute connection (Figure 20). From the General tab, verify that the area code & phone number are correct, "United States of America (1)" is the Country/Region code, "Use dialing rules" is turned on & that your modem is selected under "Connect using" (if not, select it from that popup menu).
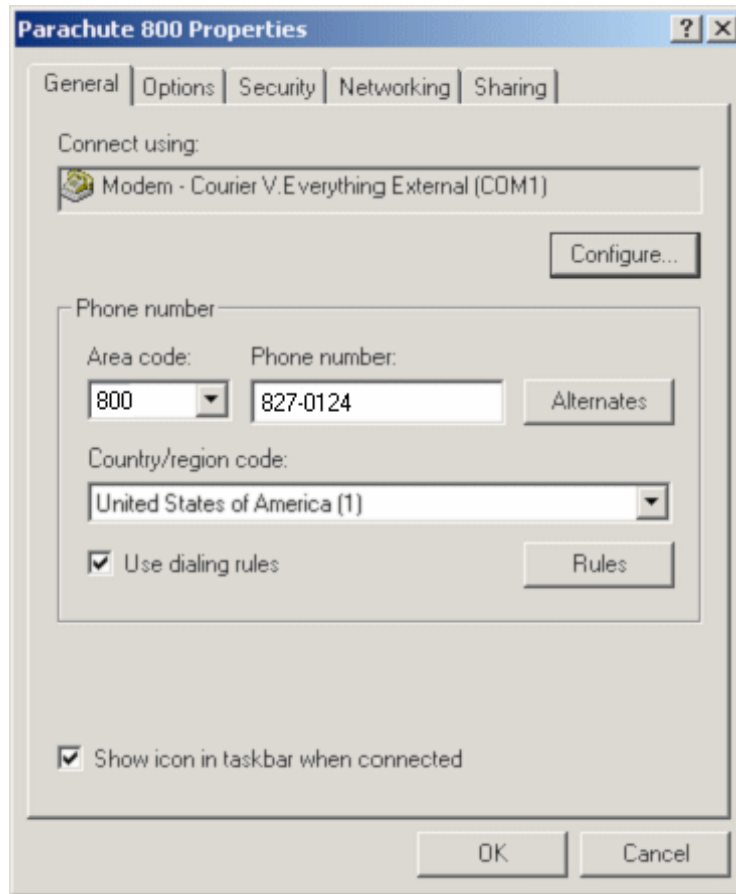

Figure 20. Parachute connection properties – General tab.

21. Click on the Configure button in Figure 20 above to see your modem's properties (Figure 21). The modem shown in Figure 21 is only an example. Configure as shown & click on the OK button to return to Figure 20 above.
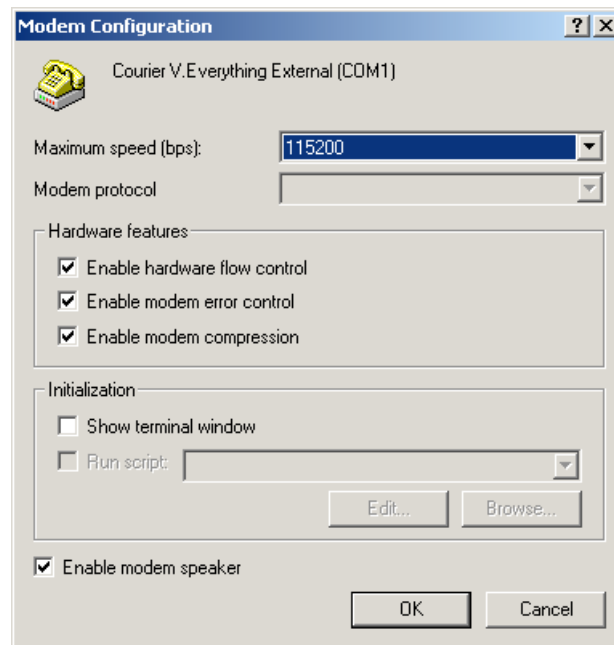

Figure 21. Modem Configuration window.

22. From the Figure 20 above, click on the Rules button to open the Phone and Modem Options window (Figure 22). If you see a Location you would like to edit, click on the location and click on the Edit button. Otherwise, click on the New button.
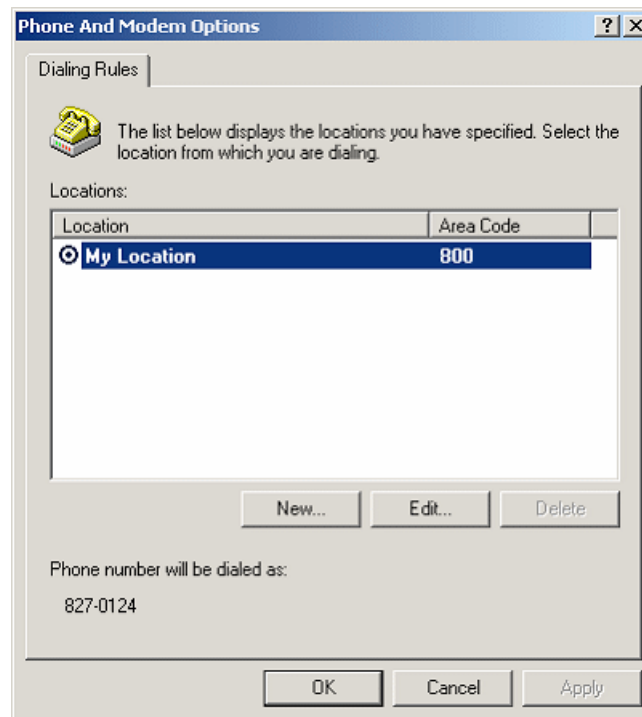

Figure 22. Phone and Modem Options window.

23. From the Edit (or New) Location window (Figure 23), type in a location name such as "Remote", make sure "United States of America" is the Country/Region & that 800 (or 866 if you are configuring that number) is in the Area Code field. For those who have the Call-Waiting feature on your phone line, check mark the option "To disable call waiting dial" and pick/type the code your phone company uses to deactivate Call-Waiting. Click on the Area Code Rules tab.

Figure 23. Edit (or New) Location window.

24. From the Area Code Rules window (Figure 24). If you see an Area Code Rule you would like to edit, click on the rule and click on the Edit button. Otherwise, click on the New button.
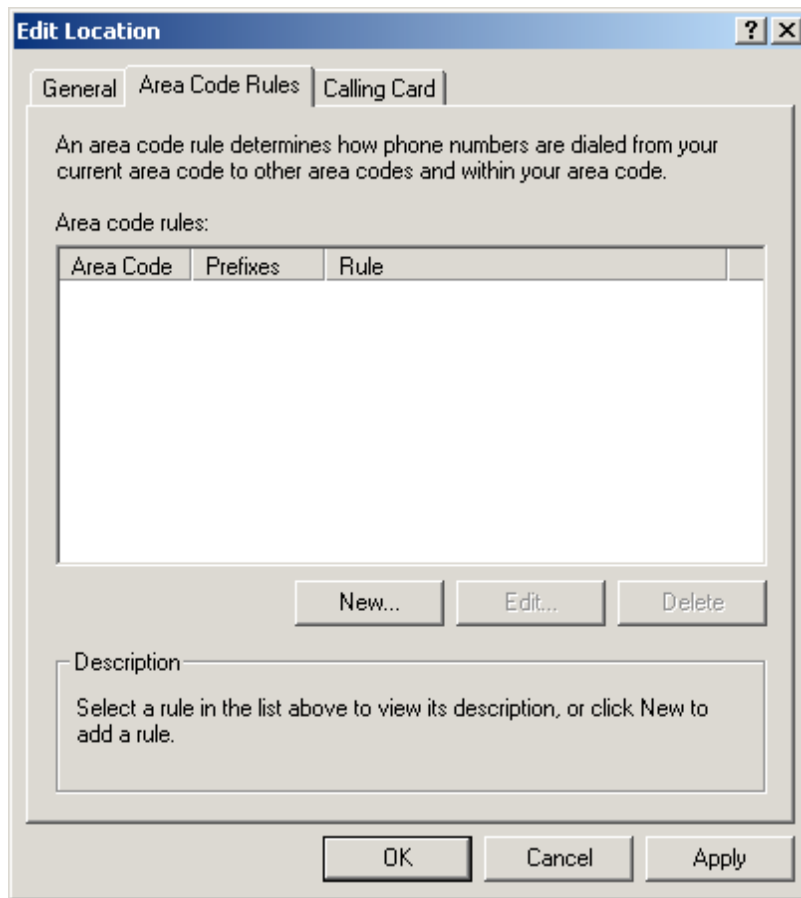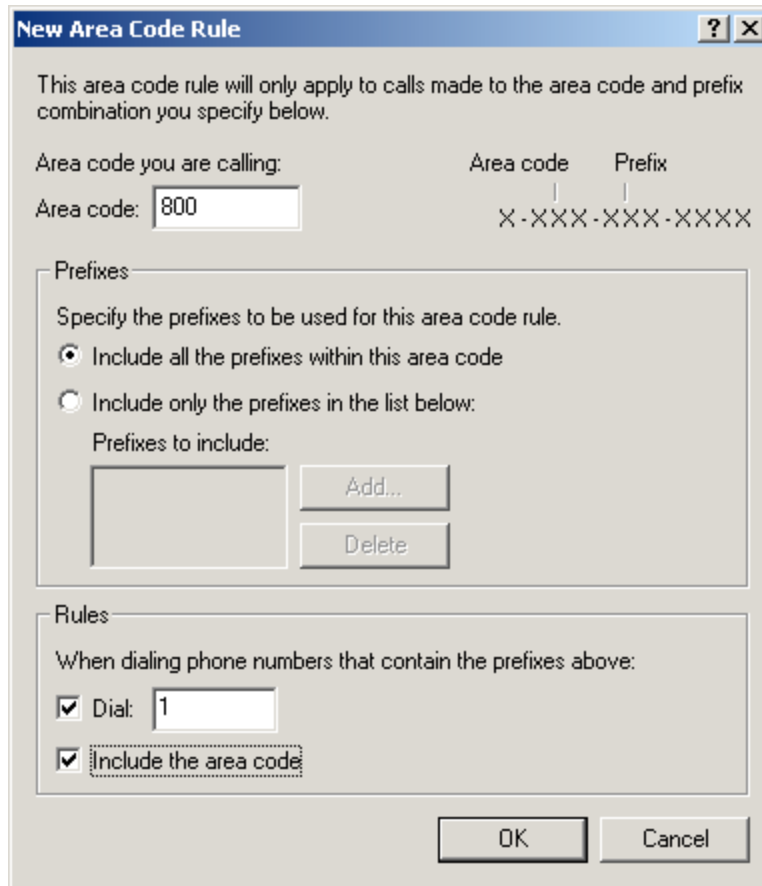
Figure 24. Area Code Rules window.

25. From the New (or Edit) Area Code Rule window (Figure 25), type in the area code (800 in this example, 866 if you are configuring the second connection number). Check mark the option labeled 'Dial:' and enter '1' in the slot next to it. Check mark the option labeled "Include the area code". Click on the OK button to return to Figure 24 above.

If you do not need to configure Parachute to use a calling card, then click on the Apply button in Figure 24 above & then on the OK button to return to Figure 22.

If you need to enter a Calling Card number, click on the Calling Card tab in Figure 24 above & configure the calling card options & click on the Apply button & then click on the OK button to return to Figure 22.

Figure 25. New (or Edit) Area Code Rule window.

26. The Phone and Modem Options window should now have a dialing rule in it as shown in Figure 26 below. Click on the Apply button & then click on the OK button to return to Figure 20 above. Click on the Options tab.
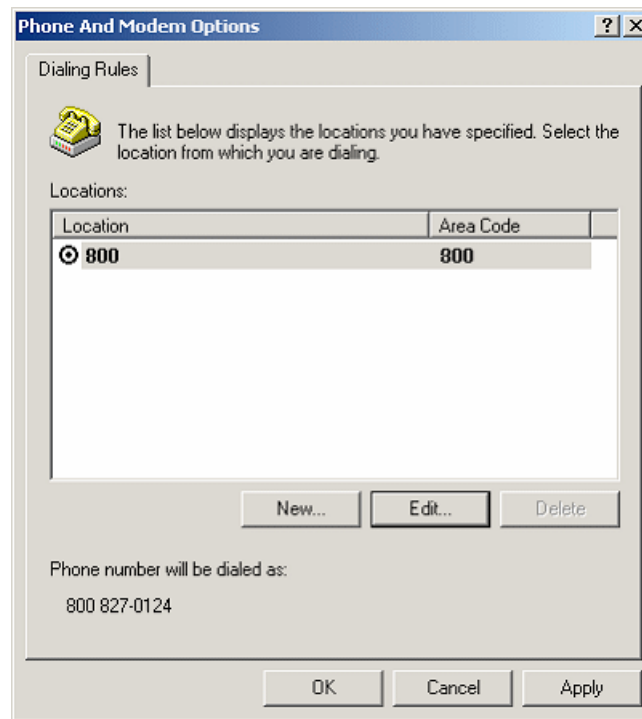
Figure 26. Phone and Modem Options window - Completed.

27. From the Options tab (Figure 27), configure as shown & click on the Security tab.
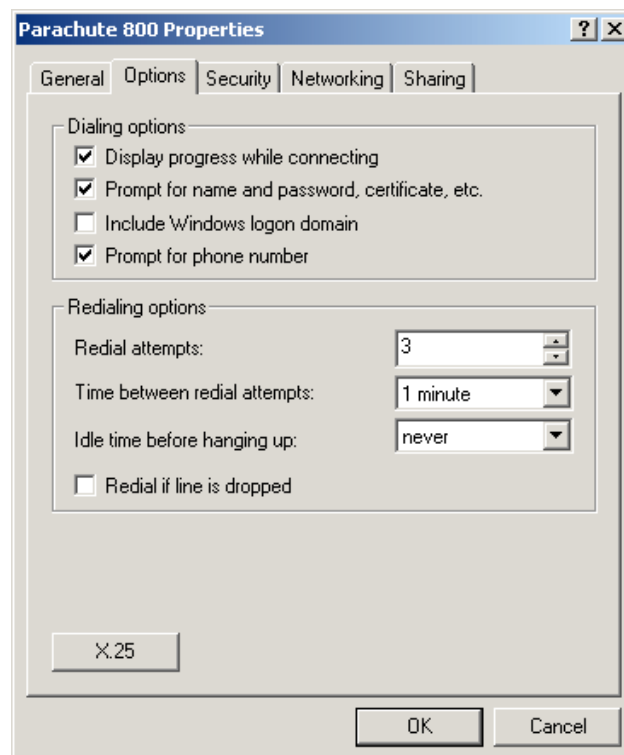
Figure 27. Parachute 800 Properties – Options tab.

28. From the Security tab (Figure 28), configure as shown & click on the Networking tab.
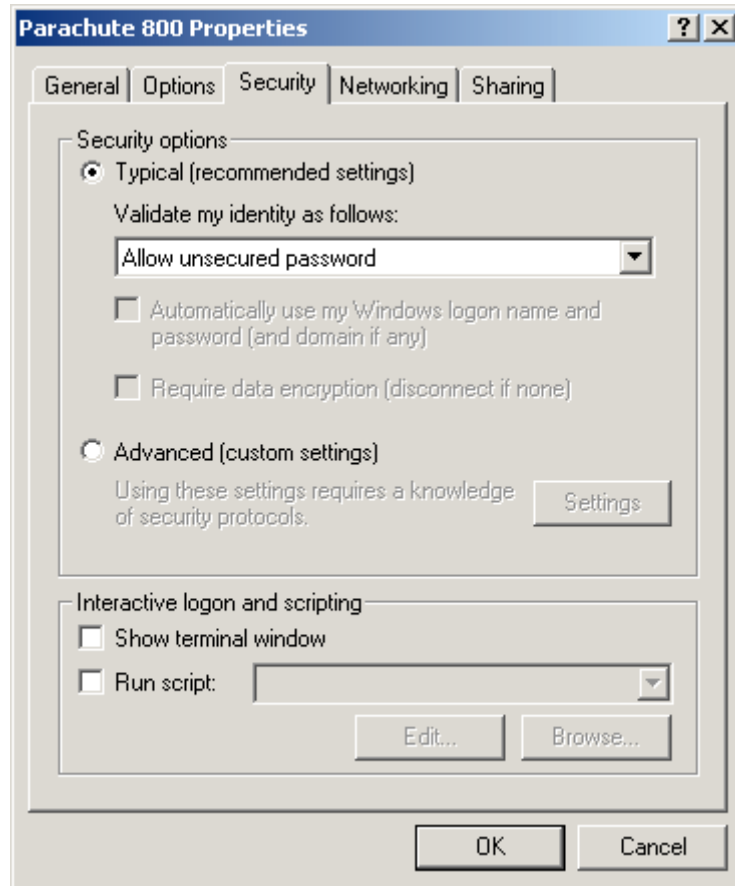
Figure 28. Parachute 800 Properties – Security tab.

29. From the Networking tab (Figure 29), make sure that at least "Client for Microsoft Networks" and "Internet Protocol (TCP/IP)" are listed in the Components section & that they are check marked. Click on the Settings button.
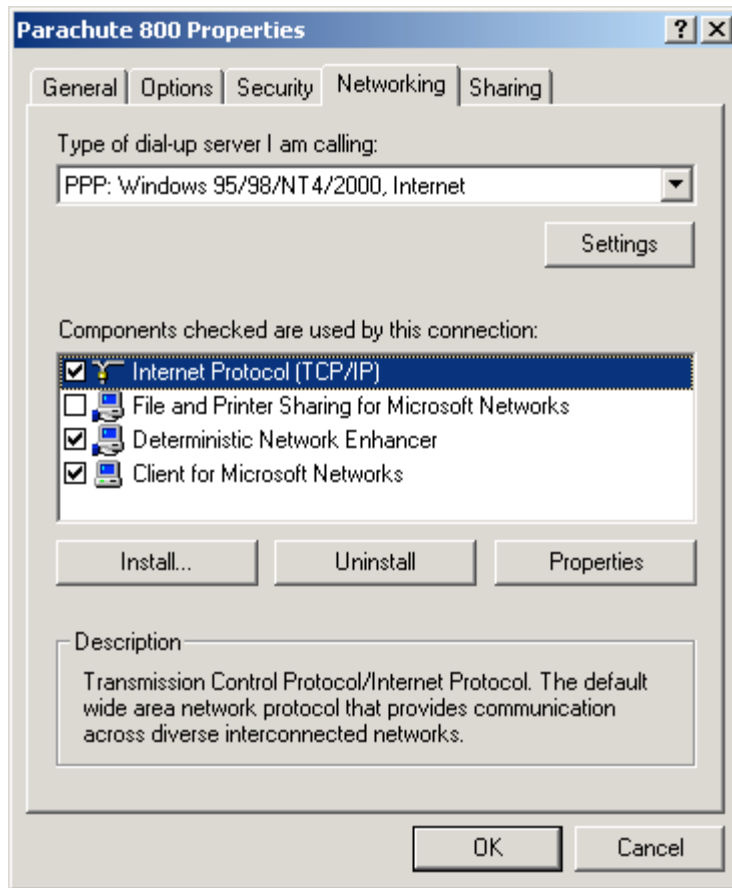
Figure 29. Parachute 800 Properties – Networking tab.

30. From the PPP Settings window (Figure 30), configure as shown & click on the OK button to return to Figure 29 above. Click once on the "Internet Protocol (TCP/IP)" component & then click on the Properties button.
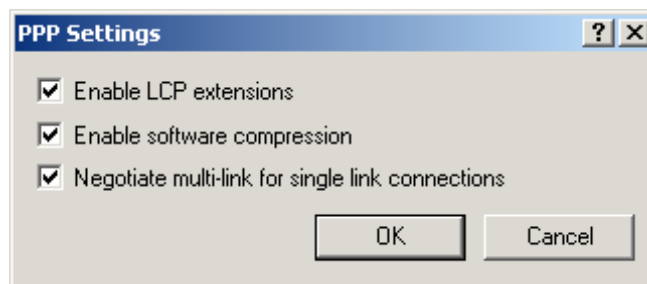
Figure 30. PPP Settings window.

31. From the Internet Protocol (TCP/IP) Properties window (Figure 31), click on the "Obtain an IP address automatically" radio button & then click on the "Use the following DNS server addresses" radio button. Then, enter the DNS addresses as shown in Figure 31. Then click on the Advanced button.
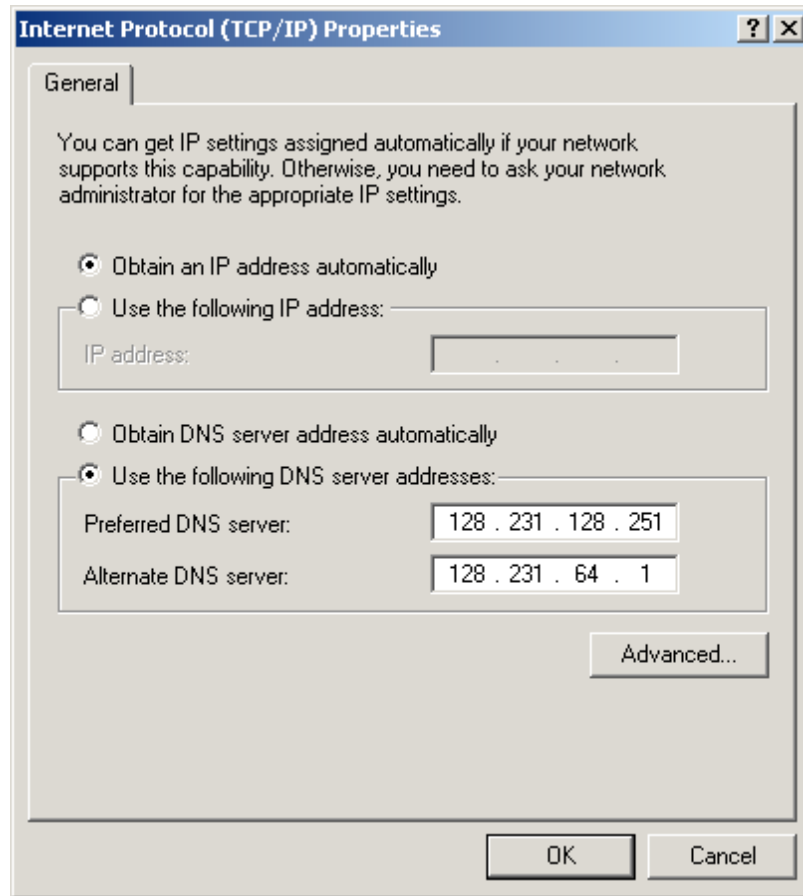
Figure 31. Internet Protocol (TCP/IP) Properties window.

32. From the Advanced TCP/IP Properties window (Figure 32), configure as shown & click on the WINS tab.
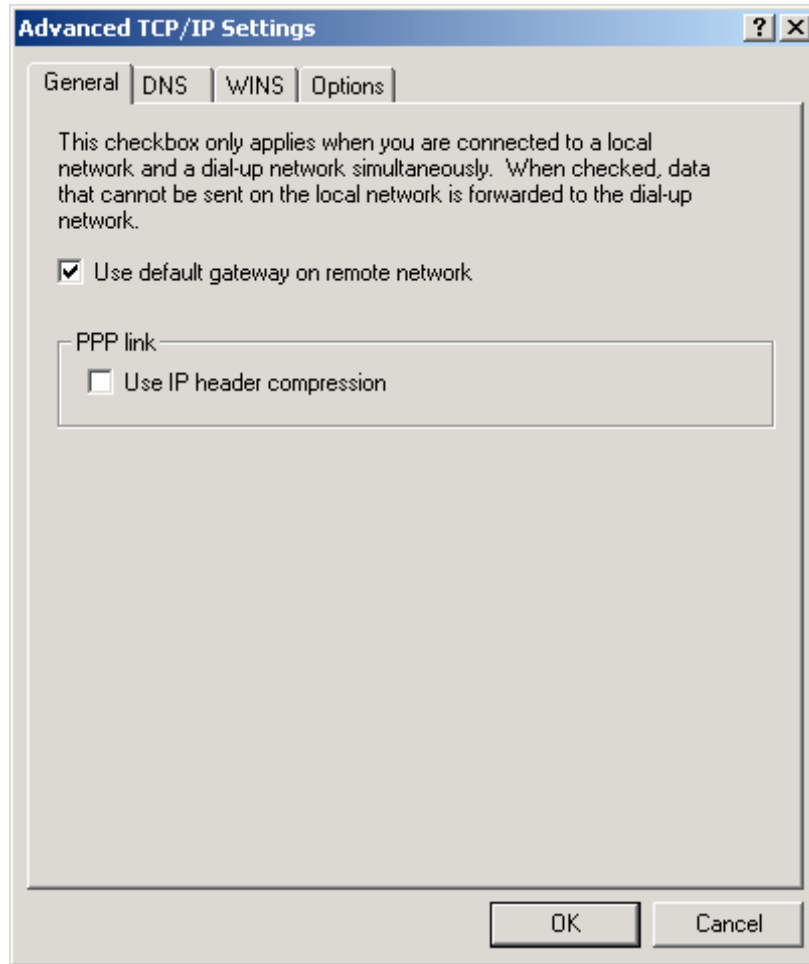
Figure 32. Advanced TCP/IP Properties – General tab.

33. From the WINS tab (Figure 33), click on the Add button.
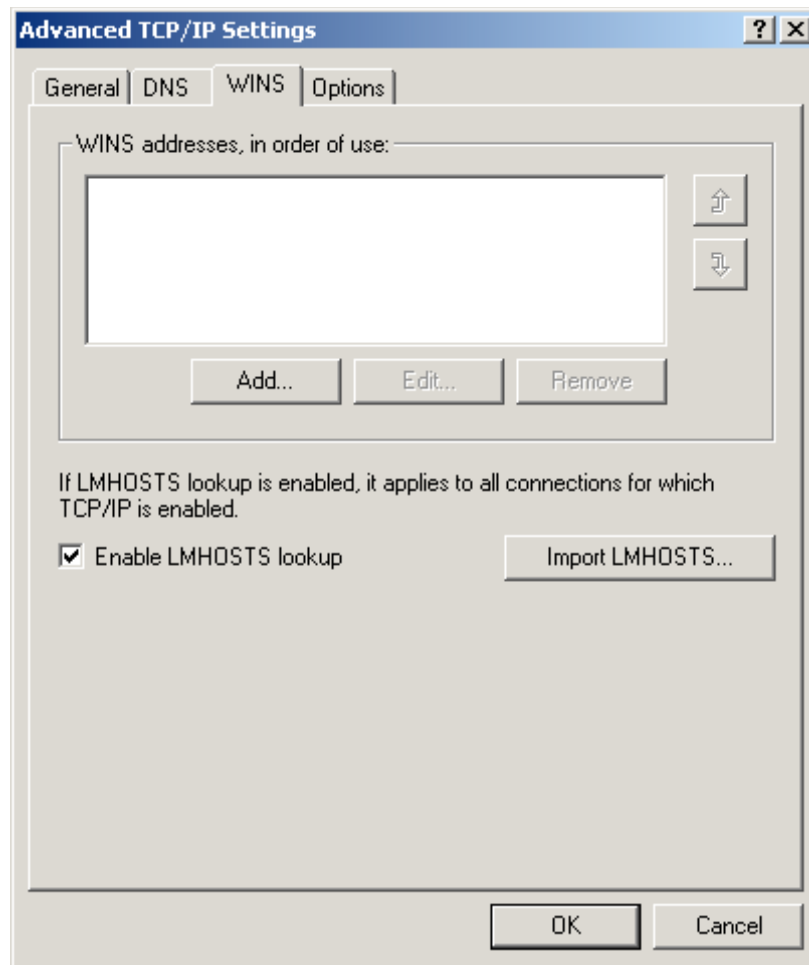
Figure 33. Advanced TCP/IP Settings – WINS tab.

34. From the TCP/IP WINS Server window (Figure 34), type in the Primary WINS server address & click on the Add button to return to Figure 33 above.
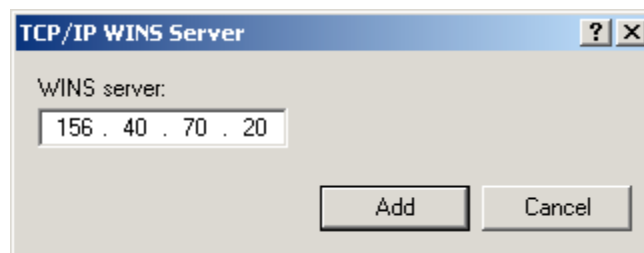
Figure 34. Adding Primary WINS Server Address.

35. From the Advanced TCP/IP Settings window in Figure 33 above, click on the Add button again & in the new TCP/IP Settings window (Figure 35), type in the Secondary WINS server address & click on the Add button.
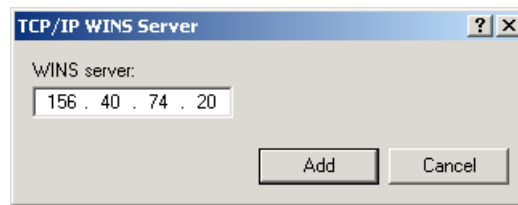
Figure 35. Adding the Secondary WINS Server Address.

NIH DNS & WINS Servers	
Primary DNS	128.231.128.251
Secondary DNS	128.231.64.1
NIH Central Primary WINS	156.40.70.20
NIH Central Secondary WINS	156.40.74.20

Table 1. DNS & WINS Server Addresses.

36. The Advanced TCP/IP Settings should now look like Figure 36.
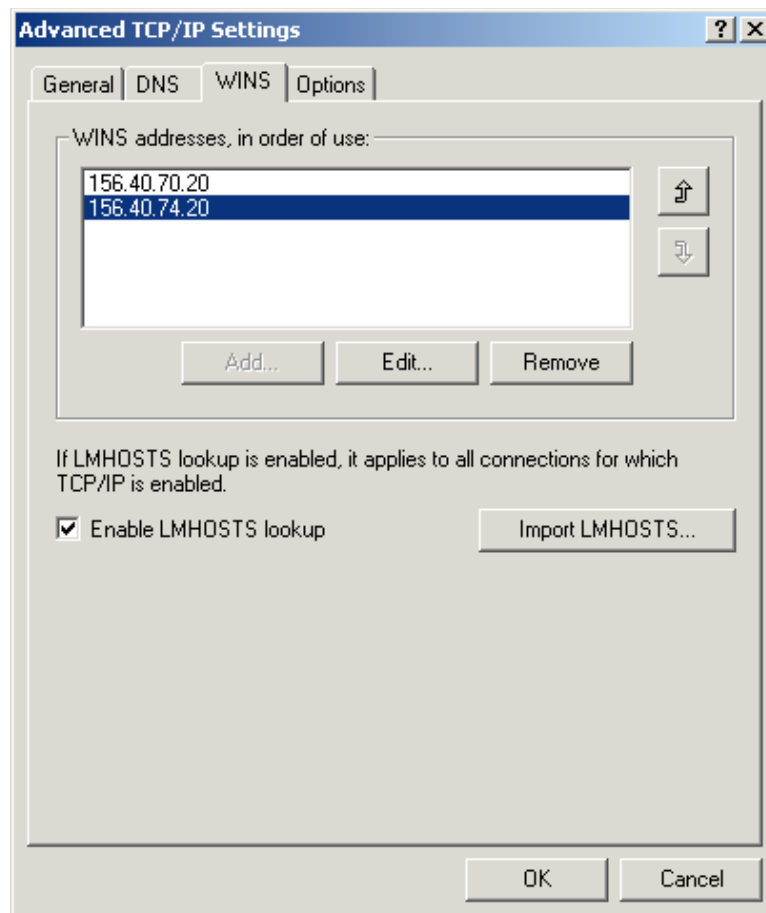
Figure 36. Advanced TCP/IP Settings window – Completed.

37. The other tabs are fine with their current settings. Click on the OK button to return to Figure 31 above. Click on the OK button there to return to Figure 29 above. Click on the OK button there to save the changes to the Parachute 800 connection & return to the Network & Dialup Connections window in Figure 19.

38. You may want to create a shortcut to the Parachute connection on your Desktop so you can easily use it to connect to Parachute in the future. To do this, right-click on the Parachute icon to get a popup menu (see Figure 19 above) and select the Create Shortcut command. You will see a warning prompt (Figure 38a) from which you should click on the Yes button. This will create a shortcut to the Parachute connection called "Shortcut to Parachute 800" on your Desktop (Figure 38b). Now, in the future, you can simply double-click on this shortcut to bring up the dialing window that we will see in a moment. You can now close the Dial-Up Networking folder.
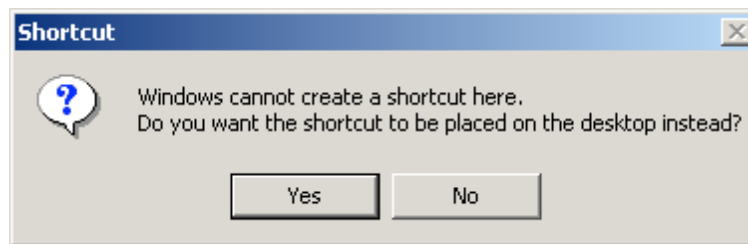
Figure 38a. Shortcut Creation Warning

Figure 38b. Shortcut to Parachute icon.

Congratulations!! You have finished configuring the Parachute connection & can now use it to dial into the NIEHS / NIH network.

Logging into Parachute

39. Finally! You were probably wondering if you would ever get to this part.

    If you made a shortcut on the Desktop, then you can simply double-click on it to open the dialing or Connect To window (Figure 39).

    If you did not create the shortcut, then you can find the Parachute icon in the Dial-Up Networking folder (Steps 3, 4 & 5 above).

    In the User Name field, type in your Parachute username from your Worksheet.
    In the Password field, type in your Parachute password from your Worksheet.

    Click on the Connect button to dial into Parachute.
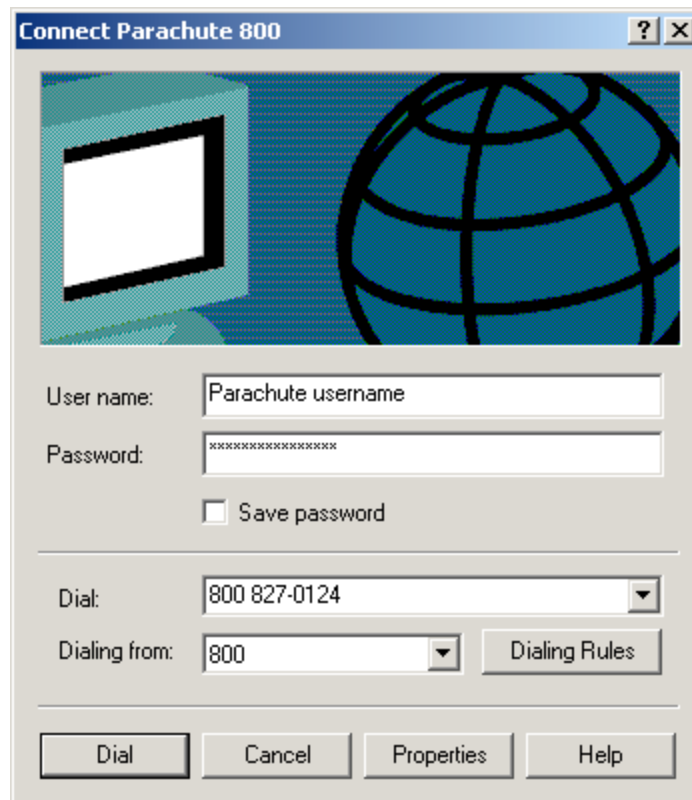
Figure 39. Parachute – Connect To window.

40. If all goes well, you should see the following status indicators as the connection attempt is made (if not, refer to the section below entitled Troubleshooting):
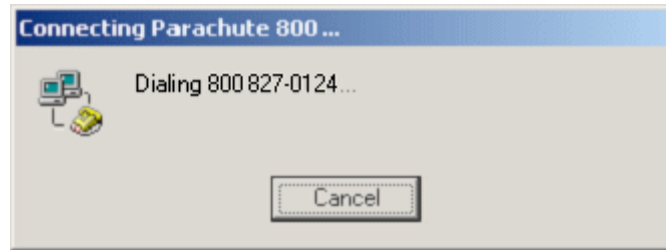
Figure 40a. Connection Status – Dialing mode.

Figure 40b. Connection Status – Verifying Username & Password Mode.

Figure 40c. Connection Status – Logging On to Network Mode.

41. Congratulations! You are now logged into Parachute & you should now see the Connection Established window (Figure 41) and you can click on the Close button to close this window (don't worry, this will not disconnect you from Parachute). If you do not wish to see this prompt displayed in the future, click on the "Do not show this dialog box in the future." option before clicking on the Close button.
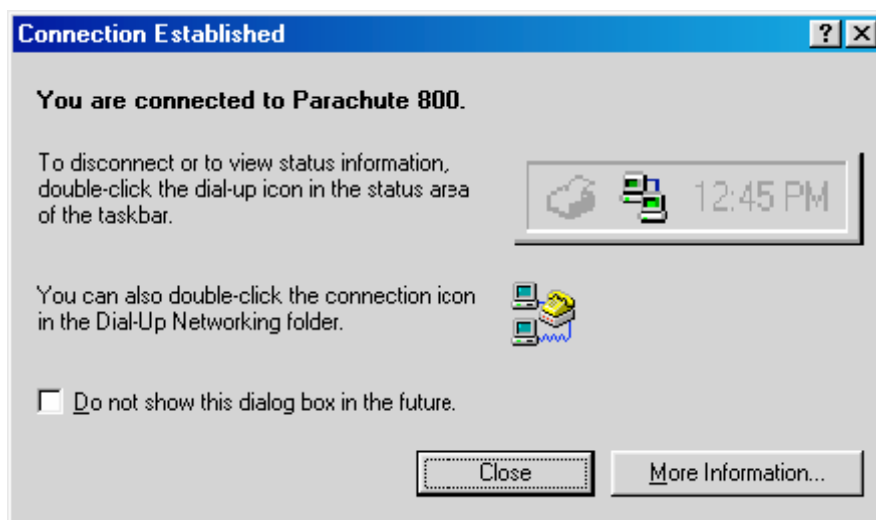
Figure 41. Connection Status – Connection Established

Disconnecting from Parachute

When you are done working with Parachute & want to disconnect, perform the following steps:

1. From the System Tray (the part of the Taskbar where the time is displayed) you should see two little computer icons (Figure 42a).
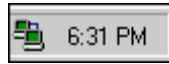
Figure 42a. System Tray – Dial-Up Connection icon.

2. Right-click on these little computer icons to get a popup menu (Figure 42b) & select Disconnect.
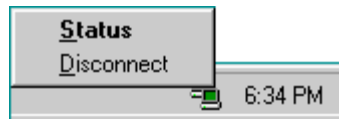
Figure 42b. System Tray – Dial-Up Connection popup menu.

Logging onto a Windows Network

Windows 2000 provides you with the necessary clients, services and protocols to logon to your Microsoft Windows NIH Domain through the NIH Network. You can use the My Network Places on your home computer to access shared resources or map a drive to file share, such as your network user directory (\\data\userid).

To use this service, you need to have an NIH IP address. This means that if you use another dial-up ISP (Internet Service Provider) like AOL or RoadRunner, you will not be able to use this service. Since Parachute gives you an NIH IP address, you can use this service. To use another ISP see instructions at http://www.niehs.nih.gov/guide/remote/vpn/home.htm.

NIEHS Owned Computers: (Windows XP Professional)

You will need to contact your Computer Support Person (CSP) to set up the NIEHS desktop or laptop computer which you will be using from off site. The CSP will install and configure Parachute, and join the PC to the NIH domain. When logging on from home, make sure the phone cord is plugged into the PC's modem, and follow the following directions:

1. If you haven't already, restart your computer. At the login prompt (Figure 42), press Ctrl-Alt-Delete keys.

Figure 42. Windows 2000 Professional Begin Logon Prompt.

2. From the Logon window (Figure 42), type in your NIH domain username, password and select "NIH" as your domain in the "Log on to" drop down menu. Click on the "Log on using dial-up connection" option to turn it on (check mark it). Click on the OK button.

    NOTE: If you do not enable "Log on using dial-up connection", then you can still login to the desktop (provided you have successfully logged into the NIH domain from this computer at least once) and connect to Parachute at a later time to get to NIEHS's file servers.

Figure 43. Windows 2000 Professional Login Prompt – Expanded

3. From the Network Connections window (Figure 44), select the Parachute configuration from the menu & click on the Connect button.
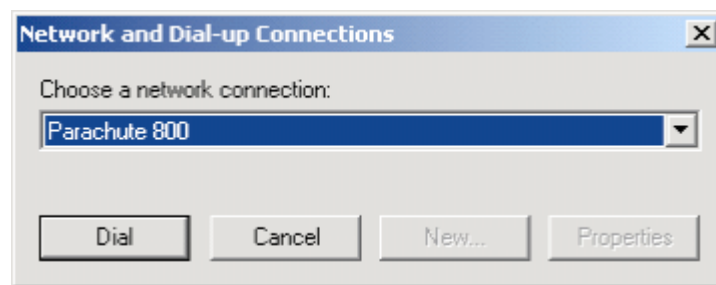
Figure 44. Network Connections window – Choose connection

4. Connect to Parachute (see the Logging into Parachute instructions above).

5. You may see a "Login Script" window appear. If so, **do not** close it as this window as there are processes that are being ran that are needed for you to get to your NIEHS network resources. The Login Script window will close automatically when it has completed its tasks.

6. Congratulations! You are now logged into the NIH domain and you should now have access to any file shares or servers for which you have permission. You can verify this by clicking on the Start button, then click on My Computer, then click on My Network Places, then click on the Entire Network link and finally double-click on the Microsoft Windows Network link to see a list of domains or computers (Figure 45).

NOTE: If you receive any error messages, refer to the Windows Login section in the Troubleshooting section below.

Figure 45. Contents of the NIH Microsoft Windows Network.

Personally Owned Computers:

1. Turn on and boot up your computer. Log into Parachute using the Parachute 800 connection.

2. After successfully logging into Parachute, right-click on the My Network Places icon (on the Desktop) to get a popup menu (Figure 46) & click on the Map Network Drive command.
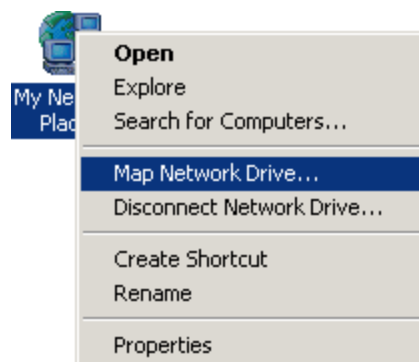
Figure 46. My Network Places popup menu.
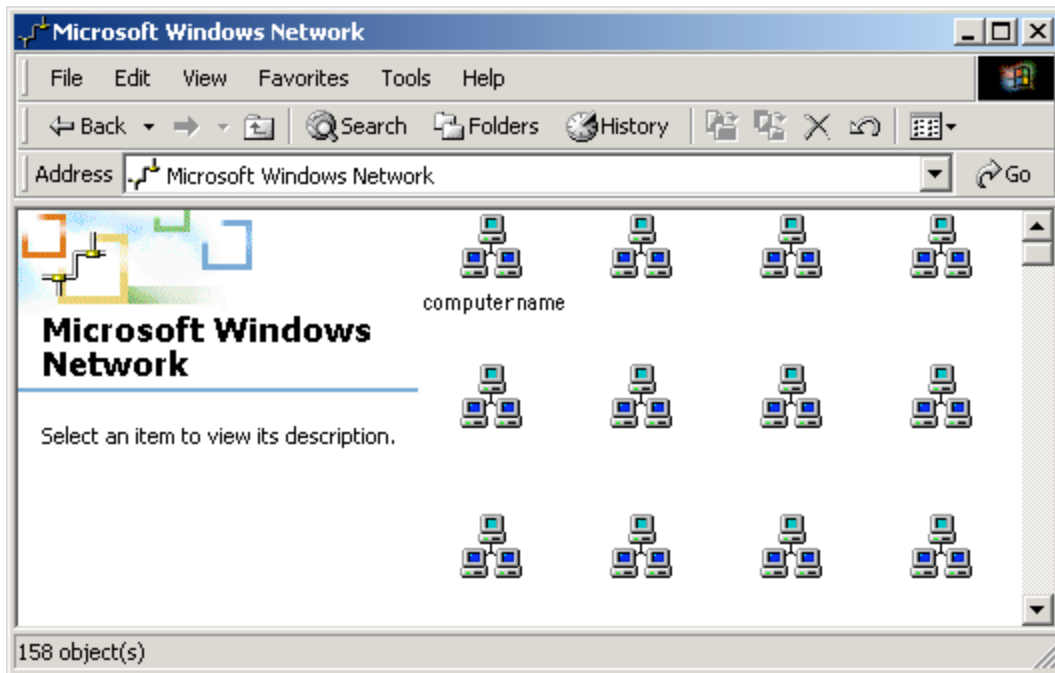
3. From the Map Network Drive window (Figure 47):
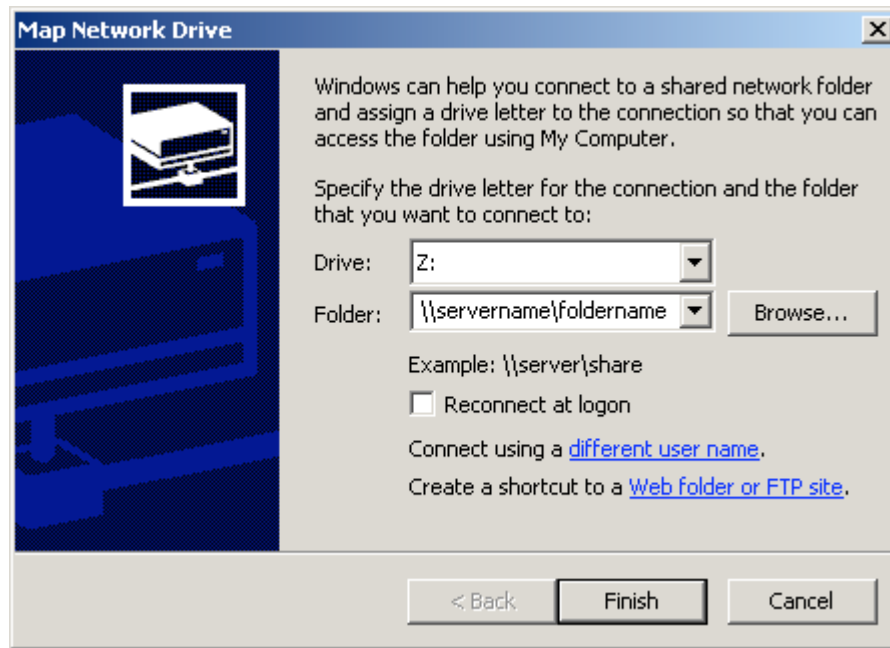
Figure 47. Map Network Drive window.

Using your Worksheet from above, select your drive letter from the Drive menu, type in the server\folder path in the Path field (i.e. \\myservername\sharedfoldername). To keep from having to do this every time you dial-in to Parachute, place a check mark next to the option labeled "Reconnect at logon". Click on the "Connect using a different logon" link.

4. From the Connect As window (Figure 48), use your Worksheet above and type in NIH for the domain, plus your username and password. Make sure you include the backslash character "\" between the domain and your username. Click on the OK button.
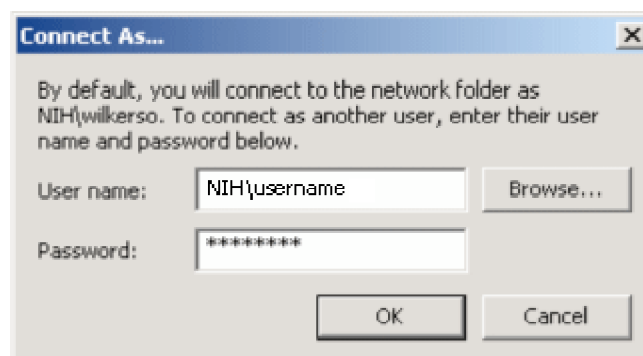
Figure 48. Domain Login Credentials Prompt

3. Congratulations! You are now connected to that server & that shared folder. You may see a window open up which will list the contents of this shared network folder.

Repeat this process until all of your drives are mapped.

You can now access these drives as you normally would from your office computer.

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Troubleshooting

Windows Network Login

If you see one of the following errors, try the suggested resolution. If the problem still persists, contact your local Computer Support Person (CSP) for assistance.

Problem: No Domain Server Found

Possible Causes: The Parachute configuration is not setup correctly or the domain controller is not responding or is down for servicing.

Possible Resolutions: Check the Parachute configuration or if the domain controller is down, wait until it has been restored & try again.
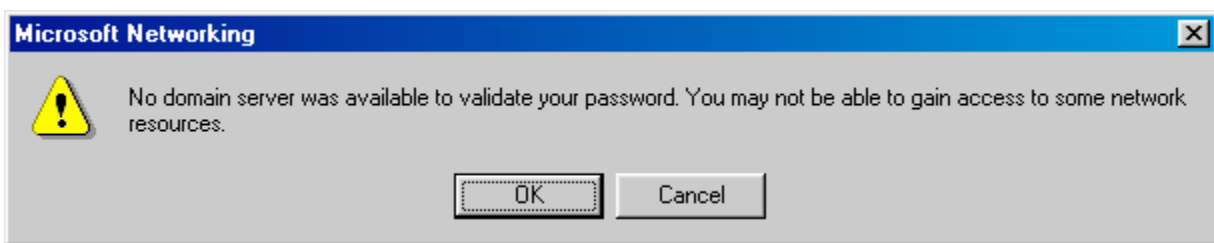
Figure 49. No Domain Server Found alert.

Problem: Missing Domain

Possible Causes: You may have forgotten to type in NIH as the domain name.

Possible Resolutions: Re-enter the domain name and try again.
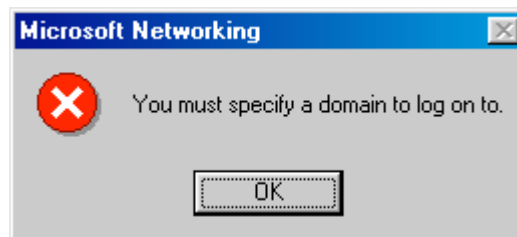
Figure 45. Missing Domain alert.

Problem: Username Cannot Be Found

Possible Causes: The NIH network username you entered is either misspelled, the account has not been created yet or the account has been deactivated.

Possible Resolutions: Re-enter your NIH network username & try again; for new accounts, try again later; if you suspect your account has been disabled, then check with your local Computer Support Person (CSP).
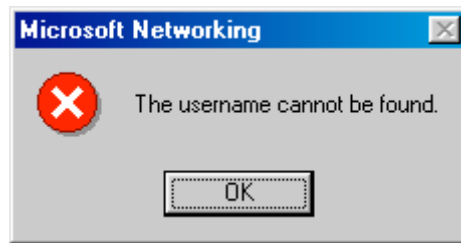
Figure 46. Unknown Username alert.

Problem: Password Is Not Correct

Possible Causes: The NIH domain password you entered is either misspelled, the account has not been created yet, "Intruder Lockout" has been enabled or the account has been deactivated.

Possible Resolutions: Re-enter your NIH domain password and try again; for new accounts, try again later; if you suspect your account has been disabled or had Intruder Lockout enabled, then check with your local Computer Support Person (CSP).
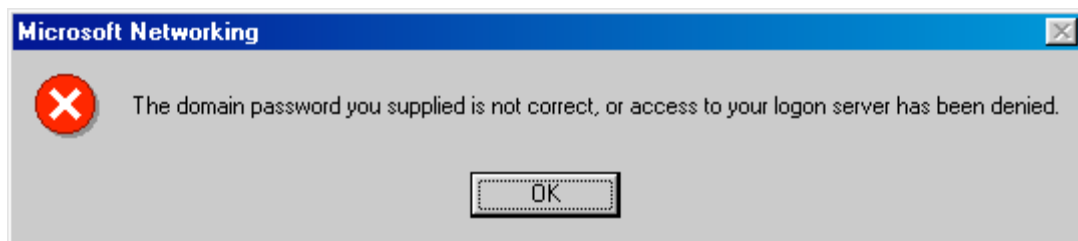
Figure 47. Incorrect Password alert.

I Cannot Dial or Connect to Parachute

If you do not get the connection status indicated by Figure 35c above, here are some error messages & solutions.

If you see the following error:
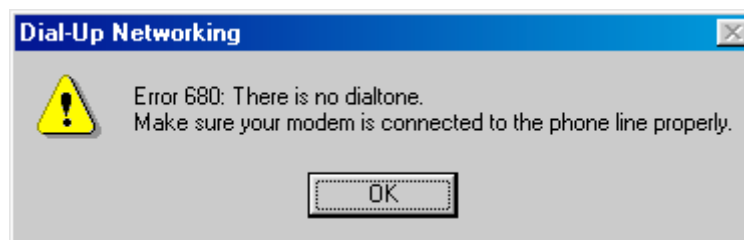
Figure 48. Dial-Up Networking Error #680.

This can occur if:

• The telephone line is not working, is damaged or is unplugged from the wall. Check the telephone cord/cable. If you have an extra phone, try plugging it into the wall jack & see if you get a dial tone.

• The telephone line is plugged into the wrong port on your modem. Modems usually have two ports on them. One is for the telephone line (sometimes labeled with LINE or WALL) and the other is for an external telephone set – just in case you want to have one near you (sometimes labeled with PHONE or AUX).

If you see the following error:
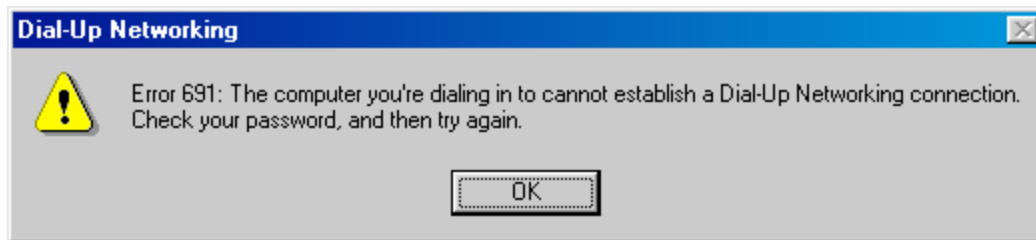
Figure 49. Dial-Up Networking Error #691.

This can occur if:

• The username or password was incorrect. Re-enter your Parachute username and password in the dialing window. Make sure you do not have the Caps Lock key turned on as the password is case-sensitive.
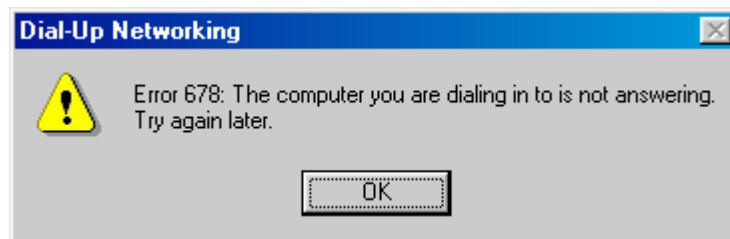
Figure 50. Dial-Up Networking Error #678.

This can occur if:

• The phone number you typed into the dialing window is incorrect. Check the phone number field and re-enter it if necessary.

• There is a telephone network problem such as "line noise" that is preventing the call from completing. This noise can be in your house, neighborhood or somewhere in between you and NIH. Computers must have a very "clean" signal in order to make a successful connection to each other. The call may have to go through several telephone "exchanges" before getting to NIH. Try your call again later. If you still cannot connect, contact your local Computer Support Person (CSP) for assistance.

• Parachute may be down. To verify this, try dialing the Parachute phone number from your home's telephone set. If you hear the call "ringing" and you hear a long screeching or squealing noise or tone then Parachute is functioning normally so make sure one of the other items above are not causing the problem. If you do not hear the call "ringing" then try dialing another number in that area code (sometimes local or regional telephone exchanges go down). If you hear the call "ringing" constantly & no screeching or squealing tones then Parachute may indeed be down.

Figure 51. Dial-Up Networking Error #629.

This can occur if:

• The connection is disconnected (cable came unplugged, home, neighborhood or regional telephone system outage, etc.). Recheck the connections and try again.
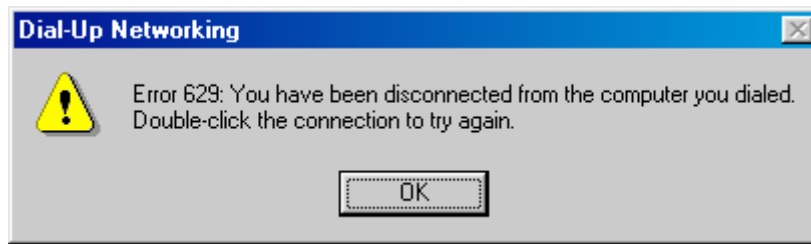
I Get Connected to Parachute but I Cannot Get to the Internet

If you do get the connection status indicated by Figure 35c above, here are some possible problems & solutions.

♦ Open your web browser (Netscape or Internet Explorer, etc.) and see if you can go to a web site like: http://www.opm.gov/ If you can get to this web site (especially if you have never been to this site from this computer) then your Internet connection & services are working fine. Perhaps the web site you are going to is down at the moment or the service (email server, etc.) is down for maintenance. Try again later or if you know the organization who owns or maintains this service, contact them for assistance.

♦ If you are not able to go to any web sites, try using the built-in Windows IP Configuration Monitoring application. To open it, go to your Start menu & select the Run command & in the Run Window, type in: COMMAND   and press return to open the Command Prompt window. In the Command Prompt window, type in: IPCONFIG /ALL   (Figure 52):

```
Command Prompt                                                        _□X

Windows 2000 IP Configuration

        Host Name . . . . . . . . . . . . . : YOURCOMPUTERNAME
        Primary DNS Suffix  . . . . . . . :
        Node Type . . . . . . . . . . . . : Hybrid
        IP Routing Enabled. . . . . . . . : No
        WINS Proxy Enabled. . . . . . . . : No
        DNS Suffix Search List. . . . . . : ic.nih.gov

Ethernet adapter Local Area Connection:

        Connection-specific DNS Suffix  . : ic.nih.gov
        Description . . . . . . . . . . . : 3Com 3C920 Integrated Fast Ethernet
Controller (3C905C-TX Compatible)
        Physical Address. . . . . . . . . : 00-B0-D0-B3-D5-5A
        DHCP Enabled. . . . . . . . . . . : Yes
        Autoconfiguration Enabled . . . . : Yes
        IP Address. . . . . . . . . . . . : 111.111.111.111
        Subnet Mask . . . . . . . . . . . : 255.255.248.0
        Default Gateway . . . . . . . . . : 165.112.136.1
        DHCP Server . . . . . . . . . . . : 165.112.137.26
        DNS Servers . . . . . . . . . . . : 156.40.70.10
                                            156.40.74.10
        Primary WINS Server . . . . . . . : 156.40.70.20
        Secondary WINS Server . . . . . . : 156.40.74.20
        Lease Obtained. . . . . . . . . . : Tuesday, May 14, 2002 9:37:08 AM
        Lease Expires . . . . . . . . . . : Thursday, June 13, 2002 9:37:08 AM

C:\WINNT\SYSTEM>
```

Figure 52. IP Configuration results.

If the IP Address field has an entry that starts with 156.40 then this is means that Parachute gave you an IP address. If you do not see an address here or you see one that doesn't begin with 156.40 (perhaps it starts with 192.168 or 169.254) then this is most likely because the TCP/IP Properties are setup incorrectly. Verify the settings by referring to Steps 31 through 37 above.

If the DNS Servers field is blank or has a value other than 128.231.128.251 or 128.231.64.1, then the DNS addresses are setup incorrectly. Verify the settings by referring to Step 31 above.

Then disconnect from Parachute & reconnect to see if the problem persists. If the problem still persists, then contact your local Computer Support Person (CSP) for assistance.